

Performance Management Quiz

Directions: Read each statement and select the most appropriate response.

1. The work cycle in the Department of Health and Human Services is:
A. 3 months
B. 6 months
C. 12 months
D. 18 months
2. Most jobs have between three and eight Key Responsibilities & Results (KRR's).
True or False
3. The three steps in the Performance Management process are:
A. Planning, Managing, and Appraising
B. Tracking, Coaching, and Reinforcing
C. Key Responsibility Expectations, Dimensions, and Performance Expectations
4. A Key Responsibility is a specific result of output that plays a part in an organization's performance.
True or False
5. Interim reviews are conducted:
A. Every 6 weeks
B. Every month
C. Every 6 months
D. Every 9 months
E. Half way during the cycle
F. When performance falls below the good level
G. C, E, & F
6. Dimensions and Key Behaviors must be job related.
True or False
7. Performance Appraisals/end-of-cycle reviews are conducted:
A. Based on documentation for the entire work cycle
B. On an individual basis with each employee
C. Once a year
D. All of the above
8. The Overall Performance Summary Rating may be any rating that you wish to give employees.
True or False

Performance Management Quiz

9. You must assign a formal Overall Summary Rating at the interim review.
True or False
10. Employees must be provided with a copy of their work plan:
- A. At the beginning of the work cycle
 - B. At the end of the work cycle
 - C. At the interim review
 - D. When changes are made to the workplan
 - E. Both A & B
 - F. A, B, & D
 - G. A, B, C, & D
11. The NC Rating Scale has the following level(s):
- A. Good
 - B. Good, Very Good, Outstanding, Below Good, and Unsatisfactory
 - C. Good, Outstanding, and Below Good
 - D. Good and Outstanding
12. An improvement plan must be written when:
- A. A Key Responsibility falls below the good level
 - B. A Dimension falls below the good level
 - C. The Overall Summary Rating is below the good level
 - D. Both A & B
 - E. A, B, & C
13. A performance appraisal is required in the following situation(s):
- A. When an employee transfers to a new job.
 - B. When there is a change in supervisors.
 - C. When an employee separates from their position
 - D. When an employee separates from state government.
 - E. All of the above.
14. Changes can be made to a work plan only at the beginning of the cycle.
True or False
15. An employee cannot receive an Overall Summary Rating above the "Good" level if s/he has entered final disciplinary procedure during the work cycle.
True or False
16. Probationary employees shall have a work plan established within:
- A. 1 week from the date of employment
 - B. 30 calendar days from the date of employment
 - C. 90 calendar days from the date of employment
 - D. 30 – 90 calendar days from the date of employment

Performance Management Quiz

17. A formal performance appraisal should be completed:
- A. Before an employee is moved into permanent status
 - B. Annually
 - C. When there is a change in supervisors
 - D. When there is a change in job duties
 - E. All of the above
18. An employee shall be informed in writing of the availability of the Department's performance rating dispute process, and the time limit for filing a complaint, when he/she is given written notice of:
- A. An overall performance rating of less than outstanding for a completed work plan
 - B. A Key Responsibility rated below the good level
 - C. A Dimension rated below the good level
 - D. All of the above
19. An employee may file a written dispute for:
- A. A Key Responsibility Rating
 - B. A Dimension Rating
 - C. An Overall Performance Rating
 - D. All of the above
20. A workplan must be signed.
- A. On all pages
 - B. Only on the first page
 - C. Only on the last page
 - D. Consistently throughout the Division/Institution